

INFOSYS BPM IN A NUTSHELL



We are collaborative, innovative, and proven

Infosys BPM is an end-to-end transformative services provider, addressing your business challenges through our integrated IT and business process management solutions approach. As your trusted transformation partner, we unlock business value across industries and service lines and enable you to achieve your cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

Our Global Footprint Enables us to 'Follow the Sun'

Fast facts*

232 clients

41 delivery centers
across **14** countries

57,700+ employees
across **124** nationalities

**as on December 31st, 2022*

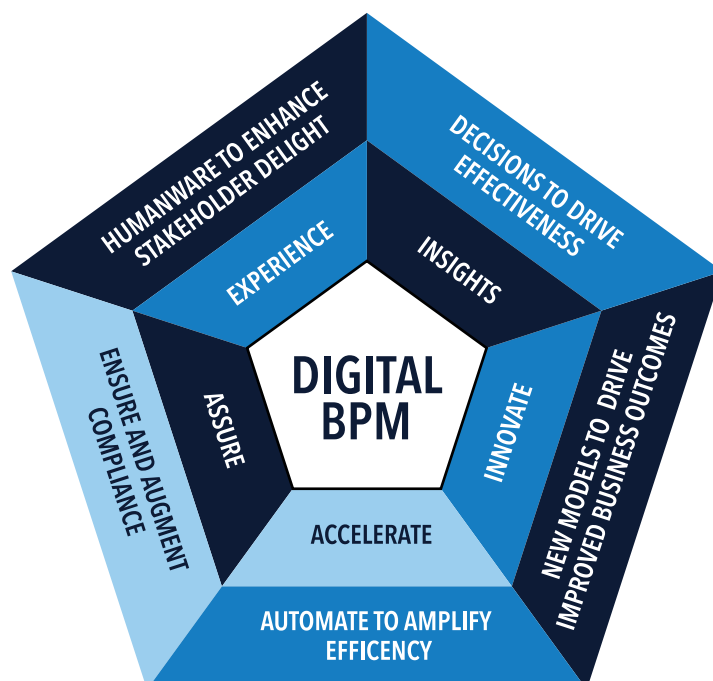


Infosys BPM Digital Pentagon

We offer end-to-end transformative Digital BPM services. We have journeyed through the table-stakes of effectiveness and efficiency and are now increasingly focused towards enhancing stakeholder experience and empathy, to catalyze and co-create enhanced business value.

We drive the digital journey for our clients using 5 key facets:

- Deliver actionable **Insights** through advanced analytics, big data, reporting and visualization services, and AI led services such as MDM and point solutions
- **Innovate** to enhance effectiveness through our vertical platforms, IoT, and digital product engineering such as BPaaS solutions and point solutions
- **Accelerate** the digital experience through RPA, cloud migration, legacy modernization, and digital system integration
- **Assure** compliance through services such as cyber security monitoring, business risk and GDPR monitoring
- Redefine end-user **Experience** through digital CX, tech-enablement, point solutions, and digital studio services



Simplifying complex processes

- Trade funds management in consumer packaged goods (CPG)
- Claims adjudication in healthcare
- SOX testing and compliance in financial services
- Engineering support in the heavy engineering and construction business

Enhancing value with tangible outcomes

- Over **\$100 million** delivered as value to a major consumer products manufacturer
- Over **\$38 million** savings for a leading consumer electronics manufacturer through transformation projects
- Reduced approximately **35%** total cost of ownership for a large US retailer
- Increased free cash flow of **\$21.5 million** for a Fortune 100 insurer

Creating impact across

Services Lines - Finance & Accounting, Sourcing & Procurement, Sales & Fulfilment, Customer Service, Human Resource Outsourcing, Legal Process Management, Digital Interactive Services, Digital Transformation Services, BPM Analytics, Robotic Process Automation, Annotation Services, Learning Services, Master Data Management, Geospatial Data Services, & Business Process as a Service

Industries - Manufacturing, Retail, CPG & Logistics, Financial Services, Healthcare, Insurance, Life Sciences, Services, OEMs, Utilities & Energy, Resources, Communications, Media & Entertainment, & EduTech Services

Catalyzing transformation

Our **Process Progression Model™ (PPM)** is a holistic model to transform business processes of our clients. PPM is woven into our operations and helps clients seamlessly traverse the stages of operate, optimize, and transform across business cycles. This enables them to fast-track their readiness for today's realities and tomorrow's opportunities.

Our PPM journey traverses the path from 'noiseless processes' through 'process excellence' to delivering 'business outcomes'.

Industry recognitions

- Named a Leader in Everest Group PEAK Matrix® Assessment for Mortgage Operations Service Provider 2022
- Ranked a Leader in Intelligent Automation in Banking in the NelsonHall NEAT 2021
- Mentioned as a Leader in ISG Provider Lens™ Procurement BPO and Digital Procurement Transformation Services Global and Australia 2022
- Ranked a Leader in Mortgage and Loan Services NEAT Assessment 2020



Winning partnerships

- SSON North America Impact Awards 2022 with Microsoft & CenturyLink (Lumen Technologies)
- GSA UK Awards 2022 with BT-EE & Telefonica UK (VMO2)
- SSON Europe Impact Awards 2021 with Royal Philips & BT-EE
- NASSCOM Customer Service Excellence Award 2019 in the Process Efficiency category

Todd Crandall

Director of Shared Service - Finance, Apergy USA Inc.

"What I like about the partnership between Apergy and Infosys is that, people focus on the issues, and what I don't here is 'us vs them' in the counter sections... they are not just focused on the issues, but the expediency to which issues are being addressed...."

Terry Salipas

CFO, Visy Industries

"Infosys had the right attitude, a shared sense of urgency and domain expertise. Infosys experts ensured standardization, plus 50 percent in terms of cost savings. That's an experience Visy can vouch for..."

Gilles Leyrat

SVP, Customer and Partner Experience, Cisco Systems

"Infosys is really there to support our customer and partner operations across pretty much all of our processes that we have to offer... that gives us a very solid backbone that we can build our business on..."

For more information, contact infosysbpm@infosys.com

Infosys®
Navigate your next

© 2023 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/or any named intellectual property rights holders under this document.